

# SAIT Students' Association

## Job Description



**Job Title:** *Security*  
**Reports to:** *Food and Beverage Manager or Designate*  
**Position Type:** *Part Time - Hourly*

### Position Summary

Security team members will be responsible for aiding The Gateway team in creating a venue with high standards in Customer Experience, product knowledge and safety. This hourly position will start August 2018 and end May 2019. It is part time with flexible hours with shifts starting mostly after 7pm. Preference will be given to current SAIT or ACAD students and Alumni.

### Duties and Responsibilities

#### Customer Experience

- Friendly and welcoming demeanor when interacting with guests
- Ensuring all customers' needs are being met and appropriate staff are notified to assist in achieving this.
- Creating a friendly and comfortable atmosphere for patrons
- Dedicated to contributing to the Saitsa community

#### Customer Safety

- Knowledge in Idling and door etiquette
- Being attentive and alert during Shift
- Identifying and addressing hazards that may arise during shift
- Being knowledgeable of evacuation procedures and removal policies
- Always thinking before acting in removal situations

#### Venue Safety

- Using a head counter, Radio with venue specific calls and execute proper bag searches
- Being aware of potential hazards and taking measures to prevent them
- Being aware of the staff on shift with you and the nature of their duties
- Making Hazards of threats aware to Management

#### Working as a Team

- Being able to work with all personality types
- Helping with venue setup and tear down after events
- Helping with all tasks within the venue outside of regular duties
- Offering assistance to any staff member or patron who needs it
- Working with Saitsa's core values in mind

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### Qualifications

- ProServe Certified
- ProTect certified
- Ability to lift 50lbs
- Responsible, mature and dependable
- Ability to accept and give feedback
- Great communication Skills
- Friendly disposition
- Keeps calm under stress
- Good problem solving skills